



User Satisfaction Surveys on Culturally Sensitive Mental Health Services Adoption Amongst Marginalized Groups in Nairobi, 2005

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Abstract

Mental health services in Nairobi are often not tailored to the cultural needs of marginalized groups, leading to user dissatisfaction. Conducted user satisfaction surveys among marginalized groups in Nairobi, collecting qualitative and quantitative data through interviews and questionnaires. Users expressed a significant preference for services that incorporate local cultural practices (85% of respondents), though there was variability in service acceptance based on gender (60% female vs. 75% male users reported satisfaction). Culturally sensitive mental health services are well-received by marginalized communities, with a particular emphasis on gender differences. Tailored cultural sensitivity training for mental health service providers and further research into the impact of service integration on user outcomes.

Keywords: *Kenya, Marginalized Groups, Cultural Competency, Community Engagement, Qualitative Research, Quantitative Research, User Experience*

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